



**MHACA**

**Mental Health Association of Central Australia**

14 Lindsay Avenue, Alice Springs | PO Box 2326 Alice Springs NT 0871  
p: (08) 8950 4600 | f: (08) 8953 5577  
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## **NDIS Support Coordinator**

<b>POSITION:</b>	NDIS Support Coordinator
<b>HOURS:</b>	38 hours per week – generous salary packaging applies
<b>CLASSIFICATION:</b>	Level 4 (\$74,920 - \$80,608)
<b>LOCATION:</b>	Alice Springs
<b>REPORTS TO:</b>	<b>Support Coordination Team Leader</b>
<b>ENQUIRIES:</b>	(08) 8950 4600

### **ABOUT MHACA**

MHACA is a specialist psychosocial recovery and mental health promotion organisation with a strong presence and reputation in the community. We strive to make a difference in the lives of people with a mental illness by supporting participant-driven mental health recovery and assisting communities and organisations to actively improve their mental health and well-being.

Our psychosocial support services and educational programs aim to enhance the mental health and wellbeing of people living in Central Australia through a range of programs and activities including:

- NDIS funded support coordination, capacity building, living skills and social and recreational activities.
- Individual support to people experiencing mental illness.
- Tenancy support to people who are homeless or at risk of homelessness.
- A day program offering group activities and peer support.
- Mental health promotion to reduce stigma and raise community awareness.
- Support remote Aboriginal communities to build awareness and community capacity to implement suicide prevention strategies.
- Training in mental health first aid, suicide intervention, workplace health and related areas.
- Advocacy for improved services at local, state and national levels.
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### **Position Summary:**

MHACA's Support Coordination Team assists NDIS participants with mental health difficulties and a permanent and significant disability to access quality formal and informal support services in their community. The Support Coordinator will have responsibility for establishing and maintaining a positive collaborative relationship with the participant. They have responsibility for ensuring the participant is linked to the services and supports that will allow them to achieve the goals articulated in their NDIS Plan. The Support Coordinator will actively be involved in the development, implementation, monitoring, review and reporting of participants programs with key stakeholders.

Participants are supported and encouraged to have control and choice over how, when and where those supports are provided. Support Coordinators are employed to facilitate this process and help participants and their families seek opportunities to build capacity to enable them to reach greater levels of independence and improved quality of life.

**Key Responsibilities:**

- Identify and coordinate a range of service providers and supports to meet the identified needs of the participants accessing NDIS.
- Support NDIS participants to build capacity to coordinate their NDIS plans and ensure support is focused on their goals and plans.
- Actively engage in the development, monitoring, review and reporting of participant's NDIS Implementation Plans and sharing progress with key stakeholders.
- Ensure that appropriate resources are available to achieve the agreed service delivery and related tasks.
- Build capacity for participants and families enabling them to have greater levels of independence and resilience.
- Build NDIS capacity for participants and family to understand and navigate service systems.
- Monitor expenditure and support participants to remain informed about their rate of expenditure and the potential effects.
- Maintain up to date accurate and comprehensive participant records and documentation in accordance with legislative requirements.
- Liaise with and report as required to NDIA in relation to NDIS participants and their plans.

**Selection Criteria:**

***Essential***

- Relevant tertiary qualification or diploma with community services experience, or extensive experience in case management, care coordination, mental health or disability services.
- Experience in the provision of support, coordination and advocacy for persons who have a disability or live with mental illness.
- A demonstrated person-centred, recovery-focused, strength-based approach to participant care.
- The ability to work effectively and empathetically with individuals from diverse backgrounds, cultures and abilities.
- Well-developed interpersonal skills including the use of active listening, empathy, social awareness and emotional intelligence in all communications. Writes clear, accurate and informative reports.
- Demonstrated strong time management skills, including the ability to prioritise competing tasks.
- Demonstrated ability to use analysis and creativity to solve problems, and resilience in handling the challenges and pressures which these service system difficulties can bring.
- The ability to liaise with multiple stakeholders and navigate systems to negotiate positive outcomes for participants.
- NT Drivers Licence.

***Desirable***

- Demonstrated knowledge and understanding of NDIS and how it interfaces with eligible participants in the scheme.
- Sound knowledge of NDIS Support Coordination responsibilities and the NDIS Price Guide.
- First Aid Certificate.

***What's in it for you:***

- A competitive Salary that is above award
- Salary Packaging meaning a large amount of your package is tax free
- 6 weeks' annual leave and leave loading
- Superannuation
- Annual Wellbeing Allowance of \$400
- 11 days of personal leave
- Access to an Employment Assistance Program with Relationships Australia
- Monthly supervision
- A comprehensive training and development program
- Flexible work hours

*The successful applicant will be required to provide a current police and working with children check prior to the commencement of employment.*

*The successful applicant may also be required to have a COVID-19 Vaccination.*

**For further information please contact Rachel Ashton on (08) 8950 4600 or visit the MHACA website on [www.mhaca.org.au](http://www.mhaca.org.au)**

**Applicants must address the Selection Criteria and include a resume and contact details of three current referees. Please forward to:**

**Mental Health Association of Central Australia  
PO Box 2326, ALICE SPRINGS, NT 0871 or  
Email to [ndis@mhaca.org.au](mailto:ndis@mhaca.org.au)**

**Applications close on 22<sup>nd</sup> October 2021 at 4pm.**